

GRAND RAPIDS HOME FOR VETERANS LEGISLATIVE HEARING



Speakers

James Robert Redford Interim Director, MVAA

- 28-year Navy veteran, former chief legal counsel for Gov.
 Rick Snyder
- Interim director: Feb 19, 2016

Leslie Shanlian CEO, Michigan Veteran Health System

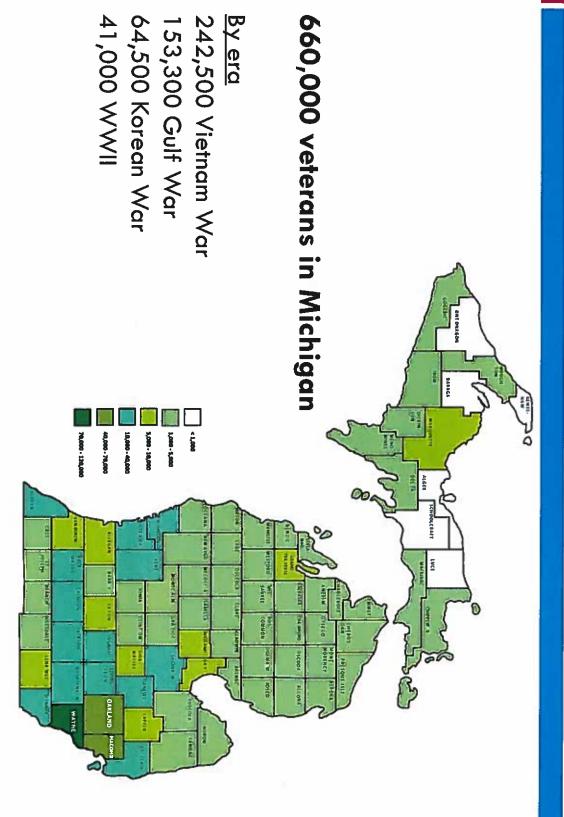
- 20 years' experience in nursing home and health service administration
- CEO: Oct 26, 2015







Michigan's Veteran Population





Grand Rapids Home for Veterans





- Established by Public Act 152 of 1885
- 412 members (385 men, 27 women)
- 270 state employees and 160 FTE contractors
- □ 56,000 volunteer hours (2015 total)



State Audit

- Auditor General released audit Feb. 19, 2016, pinpointing problems in three areas:
- Nursing administration
- Process management
- Business practices
- □ Audit covered from Oct. 1, 2013 to Aug. 31, 2015
- MVHS launched Sep 2015
- CEO Shanlian started Oct 2015



Findings and Resolutions (1)

- Finding: Inaccurate reporting on room and fall alarm checks
- □ Resolution:
- Addressed issue with the contractor and staff, who have not performed or reported accurately been informed that discipline will result if checks are
- Trained staff in best practices for preventing falls
- Implemented quality assurance measures, incl. spot checks via senior management and video cameras



Findings and Resolutions (2)

- Finding: Contractor did not provide required staffing
- □ Resolution:
- Working with contractor to ensure contracted staffing levels are delivered
- Negotiated with contractor to boost hourly wages and provide incentives to better compete in a tight Grand Rapids labor market
- Changed work shifts to staff up during high-demand times, such as showering and hygiene
- Seeking supplemental labor through alternate sources



Findings and Resolutions (3)

- Finding: Improperly administered non-narcotic pharmaceuticals
- □ Resolution:
- Implemented controls in pharmacy and nursing to address early prescription refills
- Installing Pyxis machines in March to track prescriptions, with full implementation in June



Findings and Resolutions (4)

- Finding: Ineffective development and execution of members' comprehensive care plans
- □ Resolution:
- Hired a coordinator to ensure timely and optimal care planning and execution for residents
- Fully implementing electronic medical records system by the end of June 2016



Findings and Resolutions (5)

- Finding: Improperly accounted for non-narcotic pharmaceuticals
- □ Resolution:
- Instituted checks and balances among nursing and pharmaceuticals pharmacy staff who order, dispense and dispose of



Findings and Resolutions (6)

- Finding: Missed opportunities for prescription insurance billings
- □ Resolution:
- Hired a staff person to bill insurance companies and follow up on rejected claims
- Instituted monthly monitoring of billing practices



Findings and Resolutions (7)

- Finding: Member complaints not tracked, properly investigated, or addressed
- □ Resolution:
- Reviewed and revised complaint policy
- Revised process to require outside manager review



Findings and Resolutions (8)

- Finding: Insufficient controls over disbursement of deceased or discharged members' funds
- □ Resolution:
- Reviewing policies to ensure timely disbursements
- Working with DTMB to determine status of funds and to implement corrective action



Findings and Resolutions (9)

- Finding: Past due member assessments
- □ Resolution:
- Implemented a new electronic accounting system
- Monthly audits and reviews performed by CEO and COO



🎘 Michigan Veteran Health System

- Integrated health system
- Modernizes current systems of operation
- Place the homes in line with industry standards
- Creates efficiencies by centralizing:
- Finances
- Procurement
- Marketing







MVHS Leadership Team

- □ CEO, 2 COOs, 4 VPs
- Over 100 years combined experience
- Chief Operating Officer (GRHV)
- Scott Blakeney
- Chief Operating Officer (DJJHV)
- Brad Slagle







MVHS Leadership Team

- □ Vice President of Nursing Services
- Eugenia Dumlao-Reedy
- □ Vice President of Social Services
- Dawne Velianoff
- □ Vice President of Business Services
- Ryan Engle
- Vice President of Operations
- Steve Rolston



MVHS Philosophy

- Person-centered care
- Interdisciplinary teams work together to create and follow – comprehensive care plans
- Members and staff are involved in decision-making process





The road ahead

- CMS certification
- Would allow MVHS to collect additional federal funding whose cost of care is not fully covered by VA per diem available to Medicare- and Medicaid-eligible members
- MVHS pursuing CMS certification with beds at both tacilities
- Modernization workgroup
- Will examine what other services we can provide to veterans
- New construction
- Creating strategies to prevent budget fluctuations that could affect care and operations



Going forward

best care possible. hard to regain your trust and provide the Home for Veterans: Our entire team will work MVAA's promise to residents at the Grand Rapids





MIVeteran

800-MICH-VET (800-642-4838)

Michigan Veterans.com



Co) Cherry Office